LISTING OF THE CLAIMS:

This listing of claims is provided for the convenience of the Examiner:

1.   (currently amended) A telemarketing system on the Internet comprising:

a.   an agent client coupled to the Internet;

b.   a telemarketing server system coupled to the Internet, said telemarketing server system obtaining a telemarketing request from a customer through the Internet, and routing said telemarketing request through the Internet to said agent client if an appropriate agent is available, and to a queue if an appropriate agent is not available; and

c.   a supervisor client coupled to the Internet, said telemarketing server system sending telemarketing system information to said supervisor client, said supervisor client comprising a supervisor page for permitting manual adjustment of the queue based at least in part on the telemarketing system information;

d.   wherein said supervisor page contains a list of each active agent, and further provides access to each active agent's profile.

2.   (original) The telemarketing system of claim 1, wherein said manual adjustment of the queue is permitted through the Internet.

3.   (original) The telemarketing system of claim 1, wherein said telemarketing system information is sent to said supervisor client through the Internet.

4.   (canceled)

5.   (canceled)

6.   (original) The telemarketing system of claim 4, wherein said supervisor page displays a workload of each active agent.

7.   (original) The telemarketing system of claim 6, wherein said supervisor page further provides access to call profiles of calls in an agent's workload.

8.   (original) The telemarketing system of claim 6, wherein the workload display for each agent is a plurality of icons corresponding to queued and active calls, said icons being selectable for displaying information about the corresponding call.

9.   (original) The telemarketing system of claim 8, said icons further being moveable to reassign a corresponding call to another agent.

10.   (original) The telemarketing system of claim 1, wherein the telemarketing system information comprises historical and real-time information.

11.   (currently amended) A method for providing telemarketing services through the Internet, comprising the steps of:

receiving a telemarketing request from a customer through the Internet;

forwarding said telemarketing request through the Internet to an agent client if an appropriate agent is available, and to a queue if an appropriate agent is not available; and

sending telemarketing system information to a supervisor client, said supervisor client comprising a supervisor page for permitting manual adjustment of the queue based at least in part on telemarketing system information;

wherein said supervisor page contains a list of each active agent, and further provides access to each active agent's profile.

12.   (original) The method of claim 11, wherein said manual adjustment of the queue is permitted through the Internet.

13.   (original) The method of claim 11, wherein said telemarketing system information is sent to said supervisor client through the Internet.

14.   (canceled)

15.   (canceled)

16.   (original) The method of claim 14, wherein said supervisor page displays a workload of each active agent.

17.   (original) The method of claim 16, wherein said supervisor page further provides access to call profiles of calls in an agent's workload.

18.   (original) The method of claim 16, wherein the workload display for each agent is a plurality of icons corresponding to queued and active calls, said icons being selectable for displaying information about the corresponding call.

19.   (original) The method of claim 18, said icons further being moveable to reassign a corresponding call to another agent.

20.   (original) The method of claim 11, wherein the telemarketing system information comprises historical and real-time information.

21.   (original) A telemarketing system on the Internet comprising:

a.   an agent client coupled to the Internet;

b. a telemarketing server system coupled to the Internet, said telemarketing

server system obtaining a telemarketing request from a customer through the Internet, and

routing said telemarketing request through the Internet to said agent client if an appropriate agent

is available, and to a queue if an appropriate agent is not available, said telemarketing server

system comprising a database storing information about said agent and said customer, said

telemarketing server system providing at least a portion of said agent information to a supervisor

and at least a portion of said customer information to said agent through the Internet.

22. (original) The telemarketing system of claim 21, wherein said

telemarketing server system further provides customer information to the supervisor about

customers in a queue for said agent.

23. (currently amended) A method for providing telemarketing services

through the Internet, comprising the steps of:

receiving a request for telemarketing service through the Internet from a

customer;

forwarding said request through the Internet to an appropriate agent if the

appropriate agent is available, and to a queue if the appropriate agent is not available;

facilitating the establishment of communications between the agent and the

customer; and

reporting telemarketing system performance information and agent profile

information to a supervisor through the Internet.

24. (original) The method of claim 23, wherein said telemarketing system

performance information is reported to the supervisor through the Internet.

25.   (original) The method of claim 23, further comprising the step of providing customer information to the supervisor about customers in a queue for said agent.

26.   (currently amended) A system for providing telemarketing services through an Internet interconnecting agents and customers, comprising:

means for receiving a telemarketing request from a customer;

means for forwarding said telemarketing request through the Internet to an appropriate agent if said appropriate agent is available, and to a queue if said appropriate agent is not available;

means for establishing communications between said customer and said agent; and

means for reporting information about the performance of said system and agent profile information to a supervisor through the Internet.

27.   (original) The system of claim 26, further comprising means for providing customer information to the supervisor about customers in a queue for said agent.

28.   (currently amended) A computer-readable medium storing instructions that, when executed by one or more processors, cause the one or more processors to perform activities comprising:

receiving a request for telemarketing service through the Internet from a customer;

forwarding said request through the Internet to an appropriate agent if the appropriate agent is available, and to a queue if the appropriate agent is not available;

facilitating the establishment of communications between the agent and the customer; and

reporting telemarketing system performance information <u>and agent profile information</u> to a supervisor through the Internet.

29.   (original) The system of claim 28, wherein the activities furthermore comprise providing customer information to the supervisor about customers in a queue for said agent.